





 Sree Vijayan

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Srinivasan V Nair

General Manager

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📍 Sarina Hotel Dhaka, Bangladesh

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Profile

I am a dedicated and experienced hotel General Manager with 17 years of hotel management experience. I provide clients with the highest degree of hospitality and customer service. I have sound leadership and development skills along with an outgoing, dynamic sales focused business growth model approach. I undertake to deliver results that will contribute to the overall mission and success of a business and have an expedient approach to problem solving. I am constantly looking to introduce new products and services that will meet the needs of tomorrow's savvy global travelers.

Winner: Best General Manager's Award of Bangladesh 2019 - CMO Global, and President's Award 2011 - Starwood Hotels & Resorts 2011

- **Won** - TripAdvisor Traveller's Choice Award 2021- Hotel Sarina, Dhaka
- **Won Silver Medal** - Best CSR Programme SATA Award 2020 - Hotel Sarina, Dhaka
- **Won** - Best General Manager's Award of Bangladesh - CMO Global winner 2019
- **Won** - President's Award 2011 Starwood Hotels and Resorts
- **Training** - External Examiner of European International College Abu Dhabi, Oct 2010
- **Award** - Contribution to the outstanding success of the 'Annual Gala Dinner & Awards Ceremony', Jebel Ali International Hotels, December 2005
- **Award** - Organized the largest outside sit down dinner for 650 persons for Mashreq Bank, Oasis Beach Hotel- record amount of revenue 2007

Special Recognitions & Awards

General Manager **Hotel Sarina Dhaka, Bangladesh** **(Dec 2018 – Current)**
★★★★★ (5* Hotel, 201 Rooms, 6 Outlets, 24/7 Room Dining, Banquets & Recreation Club)

Reporting to MD, responsible for all aspects of operations at the hotel, day-to-day staff management and guests. Providing leadership and strategic planning to all departments in support of our service culture, maximizing operations and guest satisfaction. Working very closely with the hotel owners and other stake holders.

Job Description & Responsibilities

- Full management and operation of the hotel, along with coordination with different department heads. Compliance maintenance and troubleshooting hotel problems.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget. Making sure all targets are met and exceeded with cost saving and eco-friendly measures.
- Decision making, training, meeting deadlines, marketing.
- Preparing monthly financial reporting for the owners and stake holders.
- Coordination with HODs for the execution of all activities and functions, acting as a final decision maker in the hiring of key staff members.
- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Lead in all aspects of business planning

Achievements- Hotel Sarina, Dhaka

- 150% Growth in revenue 2019. GOP maintained between 50 – 58%. During Covid pandemic GOP was maintained at 35% - 40%.
- Promoted from Operations Manager to GM within 09 months

Experience

- Booking.com selling reached into No: 1 position, Dhaka region
- Trip Advisor ranking reached to 5th from 29th position
- Organized 3 food festivals within 8 months, 2019, all were successful.

Director of Food & Beverage **Aloft Hotel Dhahran, Saudi Arabia** **(July '16 – Nov '18)**
 ★★★★★ (5* Hotel, 262 Rooms, 4 Outlets, 24/7 Room Dining & Banquets) **Marriott International**

Reporting to GM, managing the Food & Beverage department: restaurants, bars, kitchen and banquets. Daily F&B tasks including the control of effective operations, enforcing company standards, maintaining food costs, improving and maintaining sales and profitability, implementing, and maintaining HACCP standards and eliminating complaints. Maintaining all online systems of Marriott standard: GFS, Revenue plan, Diligence, GSS

Achievements

- Opened hotel successfully
- Achieved all the targets within the first year
- GSS maintained as per the brand requirement
- Staff engagement score was inline
- Achieved the GOP

Operations Manager **Spring Valley Resort, India** **(Jan'16 – July '16)**
 ★★★★★ (4* Hotel, 60 Rooms, 2 Outlets, 24/7 Room Dining & Banquets)

Overseeing all aspects of Property Management in accordance with Company Mission Statement, maximization of financial performance, guest satisfaction, and staff development within established quality standards. Responsible for the hiring, training, and discipline of all hotel staff.

Food & Beverage Manager **Arabian Courtyard Hotel & Spa, Dubai** **(Nov'14 -Nov '15)**
 ★★★★★ (4* Hotel, 198 Rooms, 5 Outlets, 24/7 Room Dining & Banquets)

Reporting to GM, managing the Food & Beverage Service Department. During this period reduced the beverage costs from 35% to 31% (from 42-45) within 6 months, banquet sales increased 30%, new outlet promotions started which created good GOP.

Asst. Food & Beverage Manager **Aloft Abu Dhabi, UAE** **(April '10 – Nov'14)**
 ★★★★★ (4* Hotel, 408 Rooms, 5 Outlets, 24/7 Room Dining & Banquets) **Marriott International**

Reporting to the F&B Director, responsible for day-to-day supervision of management and non-management associates, assigning work, focusing on store level operation performance, coaching, developing and performing all other responsibilities as directed by the business or assigned management.

Achievements

- Promoted to Asst. F&B Manager: - April 2013 – Nov 2014
- Promoted to Events & Mai Café Restaurant Manager: – June 2011 – April 2013
- Joined as Banquet Manager: – April 2010 – June 2011

Area Banquet & Catering Manager **Golden Tulip Suites, Dubai** **(April '08 – March '10)**
 ★★★★★ (4* Hotel, 40 Rooms & 80 Service apartments, 4 Outlets, 24/7 Room Dining & Banquets)

Reporting to General Manager, principally responsible for banquet sales and arranging banquet rooms for two hotels. Joined there as Banquet manager.

Achievements

- Banquet business and revenue increased to 40%
- Over achieved the budget
- Started the outside catering (with very basic equipment)
- Promoted as Area Banquet Manager May '09

Banquet In charge **Jebel Ali International Hotels, Dubai** **(Oct '05 – April '08)**
 ★★★★★ (5* Hotel, 200 Rooms, 4 Outlets, 24/7 Room Dining & Banquets)

Reporting to the F&B Office Manager, principally responsible for arranging banquets, liaising with clients to understand their specific requirements, obtaining quotations from suppliers, raising purchase requests and organizing staff and other hotel resources to cover the event, responsible for hotel enquiries and in charge of restaurant reservations.

Achievements

- Promoted as Banquet Coordinator: - Sep '06 – July '07
- Joined as Waiter: - Oct '05 – Sep '06

Banqueting Coordinator **The Club Holiday Inn, Mumbai, India** **(Dec '03 – Sep '05)**

During my time here I served several celebrities, politicians and businesspeople and arranged many corporate events including shooting parties, conferences and seminars for the clients of Mumbai and surrounding areas.

Food and Beverage Waiter ★★★★★ **Taj Garden Retreat, Kerala, India** **(July '02 – Nov '03)**

Core Skills	<ul style="list-style-type: none"> * Communication Skills * Time Management * Problem Solving Skills * Business Planning * Leadership Skills * Negotiation Skills * Solid financial Skills * Operational Knowledge * Delegation Skills * Decision Making Skills * Strategic Thinking * Flexibility 		
Educational Qualifications	<ul style="list-style-type: none"> • MBA qualification, by correspondence course, Bhartiya University – On going • Graduate in Commerce- B Comm, from Mahatma Gandhi University, Kerala, India (1999 to 2001) • F&B Management, From Hotelschool, The Hague Consultancy & Training, Amsterdam, (Feb 2014) • Diploma in Hotelier & Catering Technology, From AMS, Kerala, India (2001 to 2002) • Advance Diploma in Computer Science, LCC, Kerala, India (1998 to 2000) • Air Stewarding Training, Cabin Crew Training from Frank Finn Aviation Services, Kerala, India (April 2001) 		
Additional Training	<ul style="list-style-type: none"> • Business English – Intermediate Level from Middlesex University, Dubai, UAE. (November 2007) • Certification Food & Hygiene, Chartered Institute of Environmental Health, Dubai. (January 2006) • Intermediate Certified Food & Hygiene from Abu Dhabi Food Authority, (2012) • Special Training in Microsoft Excel 2003 Level 1 & 2 From New Horizons, Dubai, UAE (2006) • German - Beginner Course, training provided by Jebel Ali International Hotels, Dubai, UAE (2005) 		
Personal Particulars	<p>DOB: - 29th September 1980</p> <p>Nationality: - Indian</p> <p>Marital Status: - Married</p>		
Referees	<ol style="list-style-type: none"> 1. Mr. Stephan Vanden Auweele Asset World Corporation Chief Hospitality Officer, Bangkok, Thailand svaxx@usa.net 2. Mr. Todd Hunter Complex General Manager Hotels at Voyages Indigenous Tourism Australia toddhunter21@gmail.com 3. Mr Rainer Weinberg General Manager at Marriott International Miguel Hidalgo, Mexico City, Mexico rainer.weinberg@marriott.com 		